

IN THE SPECIFICATION:

Please amend the title on the cover page, page 1, and the last page as follows:

**APPARATUS AND METHOD FOR MODELING QUEUEING
SYSTEMS WITH HIGHLY VARIABLE TRAFFIC ARRIVAL RATES**

Please amend the Abstract as follows:

~~An apparatus and A~~ method are provided for modeling queuing systems with highly variable traffic arrival rates. The ~~apparatus and~~ method includes ~~include~~ a means to associate a value with a pattern of highly variable arrival rates that is simple and intuitive, and a means to accurately model queuing delays in systems that are characterized by bursts of arrival activity. The queuing delay is determined by a sum of queuing delays after first applying a weighting factor to the queuing delay based upon a random arrival rate, and a different weighting factor to the queuing delay based upon a bursty variable arrival rate. The weighting factors are variants of the server utilization. The model facilitates specification of server characteristics and configurations to meet response time metrics.

IN THE CLAIMS:

Please amend the claims as follows: